

Message

From: Nassif, Julianne (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=JULIANNE.NASSIF]
Sent: 3/8/2011 12:42:09 PM
To: Danforth, Deborah (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=Deborah.Danforth]
Subject: FW: Printer Problem

any suggestions on how to follow up on this? Jim is following the process but without much satisfaction

From: Hanchett, James (DPH)
Sent: Tuesday, March 08, 2011 7:12 AM
To: Nassif, Julianne (DPH)
Subject: RE: Printer Problem
Yes they do. The ticket number is 695930.

From: Nassif, Julianne (DPH)
Sent: Monday, March 07, 2011 2:52 PM
To: Hanchett, James (DPH)
Subject: RE: Printer Problem

Jim,
Does the Northampton Office use the "ticket system" too? I will check on this.
Thx, Julie

From: Hanchett, James (DPH)
Sent: Monday, March 07, 2011 1:30 PM
To: Nassif, Julianne (DPH)
Subject: Printer Problem

Hi Julie,

We have a problem with a 1 ½ year old printer we use on our new GC/MS. I contacted Debbie Danforth about getting a service call for the printer. She said I had to go through IT. I contacted them 2/25/11 and again 3/3/11 and no response. The printer is inoperable so we are using a 15 year old back up printer with many jamming problems. Is there any one else I should contact to get this fixed.

Jim Hanchett
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